



Data and Privacy File Guides

AppleCare Item Replacement History

July 2022

File name AppleCare Item Replacement History.csv

File description Record of devices that are replaced due to damage in shipment, arriving with issues, or for which customer has to make repairs and is not satisfied with the product.

Why Apple keeps this information Apple retains this to log issues that may be experienced with a particular device in order to improve the product and support features.

Field Name	Details
Item Replacement ID	Unique number assigned for each individual device replacement.
Case ID	Unique number for the customer's support session
Apple ID Number	Apple account identifying number
Created Date	Date the customer replacement case was opened
Original Device	Information on the original serial number of the device being replaced in the case
Serial Number	Serial Number of the original device
Product Name	Official Apple product name
Model	Official Apple product model information
Model Description	Official Apple model product description
IMEI	International Mobile Equipment Identity number of the original device
Replacement Device	Information about the device that is replacing the original device for the individual
Replacement Serial Number	Serial number of the device replacing the original device
Pickup Address	Address provided for the pick up of the product
Pickup Address-First Name	First name of individual for the replacement unit
Pickup Address-Last Name	Last name of individual for the replacement unit
Pickup Address-Address Line 1	Address (first line) provided for the pick up of the product
Pickup Address-Address Line 2	Address (second line) provided for the pick up of the product
Pickup Address-Address Line 3	Address (third line) provided for the pick up of the product

Field Name	Details
Pickup Address-Address Line 4	Address (fourth line) provided for the pick up of the product
Pickup Address-House Number	House number for pick up of the product
Pickup Address-City	City for address pick up of the product
Pickup Address-County	County for address pick up of the product
Pickup Address-District	District for address pick up of the product
Pickup Address-State	State for address pick up of the product
Pickup Address-Postal Code	Postal Code for address pick up of the product
Pickup Address-Country	Country for address pick up of the product
Pickup Address-Email	Email of the individual for the replacement unit
Pickup Address-Phone Number	Phone number of the individual for contact regarding the case
Pickup Address-Alternate Phone Number	Alternate phone number for individual regarding the case
Billing Address	The billing address of the individual for the case
Billing Address-First Name	First name of individual for the replacement unit
Billing Address-Last Name	Last name of individual for the replacement unit
Billing Address-Address Line 1	The billing address (first line) of the individual for the case
Billing Address-Address Line 2	The billing address (second line) of the individual for the case
Billing Address-Address Line 3	The billing address (third line) of the individual for the case
Billing Address-Address Line 4	The billing address (fourth line) of the individual for the case
Billing Address-House Number	House number for address of the individual for the case
Billing Address-City	City for address of the individual for the case
Billing Address-County	County for address of the individual for the case
Billing Address-District	District for address of the individual for the case
Billing Address-State	State for address of the individual for the case
Billing Address-Postal Code	Postal code for address of the individual for the case
Billing Address-Country	Country for address of the individual for the case
Billing Address-Email	Email of the individual for the replacement unit

Field Name	Details
Billing Address-Phone Number	Phone number of the individual to be contacted regarding the replacement unit
Billing Address-Alternate Phone Number	Phone number individual to be contacted regarding the replacement unit
Shipping Address	The shipping address of the individual for the case
Shipping Address-First Name	First name of contact for the replacement unit
Shipping Address-Last Name	Last name of contact for the replacement unit
Shipping Address-Address Line 1	The shipping address (first line) of the individual for the case
Shipping Address-Address Line 2	The shipping address (second line) of the individual for the case
Shipping Address-Address Line 3	The shipping address (third line) of the individual for the case
Shipping Address-Address Line 4	The shipping address (fourth line) of the individual for the case
Shipping Address-House Number	House number for address of the individual for the case
Shipping Address-City	City for address of the individual for the case
Shipping Address-County	County for address of the individual for the case
Shipping Address-District	District for Address
Shipping Address-State	District for address of the individual for the case
Shipping Address-Postal Code	Postal code for address of the individual for the case
Shipping Address-Country	Country for address of the individual for the case
Shipping Address-Email	Email of the individual for the replacement unit
Shipping Address-Phone Number	Phone number individual to be contacted regarding the replacement unit
Shipping Address-Alternate Phone Number	Phone number individual to be contacted regarding the replacement unit